



# AGENDA – JUNE 14, 2016 – DAY 1

7:30 a.m. - 8:30 a.m.	<b>REGISTRATION</b>	<b>LOBBY</b>
8:45 a.m. - 10:15 a.m.	<b>WELCOME</b> Reina Turner, M.S., Division Chief, CHEERD, DMH, County of Los Angeles	<b>YOSEMITE HALL</b>
	<b>WELCOME</b> Mark Parra, M.Ed., Analyst, CHEERD, DMH, County of Los Angeles	
	<b>OPENING REMARKS</b> Robin Kay, Ph.D., Acting Director, DMH, County of Los Angeles	
	<b>CONFERENCE OVERVIEW</b> Steven Renahan, Senior Policy Advisor, Shelter Partnership, Inc.	
10:15 a.m. - 10:30 a.m.	<b>KEYNOTE ADDRESS—LOS ANGELES COUNTY HOMELESS INITIATIVE</b> Phil Ansell, Director, Homeless Initiative, County of Los Angeles	<b>YOSEMITE HALL</b>
	<b>PANEL: "A CALL TO ACTION"</b> Maria Funk, Ph.D., District Chief, CHEERD, DMH, County of Los Angeles—Panel Moderator	
	Phil Ansell, Director, Homeless Initiative, County of Los Angeles	
	Peter Lynn, Executive Director, Los Angeles Homeless Services Authority	
10:30 a.m. - 12:00 p.m.	Christine Margiotta, Vice President, Community Impact, United Way of Greater Los Angeles	<b>YOSEMITE HALL</b>
	Yolanda Chavez, Assistant City Administrative Officer, City of Los Angeles	
	<b>BREAK</b>	
	<b>Federal Housing Subsidy Applications: Practical Strategies for Successful Outcomes</b>	
12:00 p.m. - 1:30 p.m.	<b>Focus on Employment: Social Enterprise Meets Permanent Housing</b>	<b>YOSEMITE HALL</b>
	<b>No Wrong Door to City Services</b>	
	<b>Housing First... What's Second?</b>	
	<b>DHS Housing for Health and the Flexible Housing Subsidy Pool</b>	
12:30 p.m. - 1:30 p.m.	<b>How to Document and Claim for Housing Services</b>	<b>YOSEMITE HALL</b>
	<b>Ending Veteran Homelessness in Los Angeles</b>	
	<b>Addressing Difficult Behaviors - 1.5 CEUs</b>	
	<b>LUNCH</b>	
1:30 p.m. - 3:00 p.m.	<b>CONSUMER PANEL - Celina Alvarez, Executive Director, Housing Works</b>	<b>YOSEMITE HALL</b>
	<b>Introduction to Harm Reduction</b>	
	<b>Managed Care 101: Building Partnerships with Health Plans</b>	
	<b>Overcoming Barriers to Housing - Developing an Individualized Housing Plan</b>	
3:00 p.m. - 3:15 p.m.	<b>Transitions in Independent Living Program</b>	<b>YOSEMITE HALL</b>
	<b>Housing Efforts of the Office of Diversion and Reentry</b>	
	<b>City/County Update on Strategies of the Homeless Initiative</b>	
	<b>Mediating Impact of Neurocognitive Impairments on Independent Living Skills - 1.5 CEUs</b>	
3:15 p.m. - 4:45 p.m.	<b>CalFresh Program &amp; CalWORKs Housing Programs and Services</b>	<b>YOSEMITE HALL</b>
	<b>Applying the Harm Reduction Philosophy Individually and Programmatically</b>	
	<b>DMH Homeless Services and Resources</b>	
	<b>How to Engage Landlords</b>	
4:45 p.m. - 5:15 p.m.	<b>Mental Health 101</b>	<b>YOSEMITE HALL</b>
	<b>Fair Housing 101 for Management and Tenant Advocates</b>	
	<b>Homeless Management Information System (HMIS) Policies and Procedures Synopsis</b>	
	<b>Sensory Approaches to Emotion Dysregulation: One Role for Occupational Therapy in PSH - 1.5 CEUs</b>	
5:15 p.m. - 8:30 p.m.	<b>Los Angeles County CDC and HACoLA Programs and Resources</b>	<b>YOSEMITE HALL</b>
	<b>RAFFLE</b>	
	<b>9th ANNUAL HOUSING INSTITUTE</b>	
	<b>VISION INSPIRED PARTNERSHIPS NETWORKING &amp; SOCIAL</b>	
	<b>808 N. Spring Street, Los Angeles, CA 90012</b>	



## AGENDA – JUNE 14, 2016 – DAY 1

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## AGENDA – JUNE 15, 2016 – DAY 2

7:30 a.m. – 8:30 a.m.	<b>REGISTRATION</b>	<b>LOBBY</b>
	<b>WELCOME</b>	
8:45 a.m. – 10:15 a.m.	<b>OPENING REMARKS AND ACKNOWLEDGEMENTS</b> Reina Turner, Division Chief, Countywide Housing, Employment & Education Resource Development (CHEERD), DMH  <b>MY JOURNEY FROM HOMELESSNESS TO HOME – PANEL PRESENTATION</b> Ruth Schwartz, Executive Director, Shelter Partnership, Inc.	<b>YOSEMITE HALL</b>
10:15 a.m. – 10:30 a.m.	<b>BREAK</b>	
10:30 a.m. – 12:00 p.m.	Rapid Rehousing: Overview and New Developments	<b>BIG SUR</b>
	Landlord/Tenant Rights and Responsibilities	<b>CABRILLO</b>
	Measuring the Gap: A Data-Driven Approach to End Homelessness	<b>CATALINA</b>
	Transition of the MHSA Housing Program to Special Needs Housing Program	<b>JOSHUA TREE</b>
	Food Security, Sustainability and Innovation – Meals & Job Training	<b>MAMMOTH</b>
	At the Frontlines: The Pursuit of Self-Care in the Workplace	<b>MOJAVE</b>
	Invisible Wounds: Promoting Healing via Trauma-Informed Care – 1.5 CEUs	<b>TAHOE</b>
	Coordinated Entry Systems for All Populations: The Basics	<b>YOSEMITE</b>
12:00 p.m. – 1:30 p.m.	<b>LUNCH</b>	
12:30 p.m. – 1:30 p.m.	<b>PORTRAITS OF HOMELESSNESS</b> – Stuart D. Perlman, Ph.D.	<b>YOSEMITE</b>
1:30 p.m. – 3:00 p.m.	Lessons Learned and Best Practices: Clients Seeking Employment and Maximizing Benefits	<b>BIG SUR</b>
	Accessing Other Affordable Housing Options	<b>CABRILLO</b>
	Youth CES: The Pilot and Partnerships with DMH	<b>CATALINA</b>
	Funders Panel	<b>JOSHUA TREE</b>
	Cross Training – Housing Retention	<b>MAMMOTH</b>
	The Single Adult Model – Reducing Homelessness for Single Adults	<b>MOJAVE</b>
	Past, Present and Future of Benefits Advocacy in Los Angeles County	<b>TAHOE</b>
	From Assessment to Housing Match: The CES Process	<b>YOSEMITE</b>
3:00 p.m. – 3:15 p.m.	<b>BREAK</b>	
3:15 p.m. – 4:45 p.m.	Assisted Outpatient Treatment (AOT) Demonstration Project Act – “Laura’s Law”	<b>BIG SUR</b>
	Homeless Family Solutions System	<b>CABRILLO</b>
	Landlord Incentives for Housing the Homeless	<b>CATALINA</b>
	Leasing Up Units Using the Coordinated Entry System (CES)	<b>JOSHUA TREE</b>
	Harm Reduction 101 for Property Managers and Services Staff	<b>MAMMOTH</b>
	C3 Homeless Outreach: An Integrated Team Service Delivery Model	<b>MOJAVE</b>
	CES Survey Packet Administrative Training	<b>TAHOE</b>
	HACLA Permanent Supportive Housing Programs and Documenting Chronic Homelessness	<b>YOSEMITE</b>
4:45 p.m. – 5:15 p.m.	<b>RAFFLE</b>	<b>YOSEMITE</b>





### Session I 10:30 AM – 12:00 PM

#### 1 Big Sur @ 10:30 a.m.

##### **Federal Housing Subsidy Applications: Practical Strategies for Successful Outcomes**

*Carl D. Davis, Mental Health Services Coordinator II, Federal Housing Subsidies Unit, LA County Department of Mental Health*

*Manuel Canela, Assistant Manager, Housing Authority of the City of Los Angeles*

*Alethea Broom, Unit Supervisor for Special Programs, Housing Authority of the County of Los Angeles*

Participants will gain practical strategies for producing quality housing subsidy applications which meet the standards of both local Housing Authorities. The workshop will enhance participant's understanding of Housing and Urban Development's (HUD's) updated definition of chronic homelessness, especially with regard to the application process. The workshop will include ample time for questions to the panel.

#### 2 Cabrillo @ 10:30 a.m.

##### **Focus on Employment: Social Enterprise Meets Permanent Supportive Housing**

*Joe Altepeter, Director of Vocational Education & Social Enterprise, Downtown Women's Center*

*Dena Younkin, Product & Merchandise Senior Manager, Downtown Women's Center*

*Sarah Espinosa, Workforce Development Manager, Downtown Women's Center*

*Tia Joshua, Social Enterprise Operations Manager, Downtown Women's Center*

*Amy Turk, Chief Program Officer, Downtown Women's Center*

This session will focus on a workforce development service delivery model within the structure of a social enterprise and how it effectively eliminates barriers to employment for individuals navigating through issues of homelessness and mental health. Learn how the Downtown Women's Center has been successful in breaking down barriers to employment for homeless women through the inclusion of its social enterprise, MADE by DWC.

The workshop will focus on three perspectives of Social Enterprise and Workforce Development programming including: 1) The core elements of a Social Enterprise; 2) Downtown Women's Center's social enterprise and how it functions within the organization to eliminate homelessness and chronic-unemployment for women; and, 3) The impacts of pairing Permanent Supportive Housing and Social Enterprise for existing housing providers and their residents.

#### 3 Catalina @ 10:30 a.m.

##### **No Wrong Door to City Services**

*Alisa Orduna, Homeless Policy Director, Office of LA Mayor Eric Garcetti*

On April 29, 2016, Mayor Garcetti signed Executive Directive No. 16 directing all City Departments to prioritize homelessness and develop an engagement strategy so that any resident experiencing homelessness can be connected to Coordinated Entry System resources. This workshop will provide an overview of the City's "No Wrong Door" policy with key departments sharing their strategies.

#### 4 Joshua Tree @ 10:30 a.m.

##### **Housing First...What's Second?**

*Jamie Biggs, MSW, Housing Retention Manager, LA Family Housing*

*Jen Chambless, LCSW, Program Manager, Alliance for Housing and Healing*



Gillian Hibbert, MSW, Program Coordinator, San Fernando Valley Community Mental Health Center, Inc.

We will not be able to reach our goal of ending homelessness if the people we serve do not retain housing. In this workshop, participants will learn the best practices in providing follow-up support, preventing evictions, and creating effective housing retention plans. Panelists will also lead an open discussion about lessons learned and improvement strategies that can lead to a successful retention rate.

### 5 Mojave @ 10:30 a.m.

#### DHS Housing for Health and the Flexible Housing Subsidy Pool

Corrin Buchanan, M.P.P., Diversion and Reentry Housing Director, LA County Department of Health Services  
Chris Contreras, Housing Supervisor, Brilliant Corners

This workshop will provide an overview of the Department of Health Services Housing for Health (HFH) division and the Flexible Housing Subsidy Pool (FHSP). HFH provides housing and supportive services to homeless clients with physical and/or behavioral health conditions, high utilizers of county services, and other vulnerable populations. FHSP, HFH's locally funded rental subsidy, is a tool that has helped serve new populations in a variety of housing settings. Come learn about the FHSP and the various programs operated by HFH including street outreach, specialized primary care, interim housing including recuperative care, permanent supportive housing, and rapid rehousing. The presentation will also explain how to access HFH resources through the Coordinated Entry System.

### 6 Sierra @ 10:30 a.m.

#### How to Document and Claim for Housing Services

Nikki Collier, L.C.S.W., Program Manager, Training and Operations Unit, QA Division, DMH  
Lori W. Dobbs, L.C.S.W., Psy.D., Mental Health Training Coordinator, QA Division, DMH

This workshop will present an overview of how to properly document the provision of housing services to meet Medi-Cal standards. Most importantly, the presenters will discuss the relationship between: medical necessity, the clinical loop, assessment, client treatment plan, procedure codes, and progress notes.

### 7 Tahoe @ 10:30 a.m.

#### Ending Veteran Homelessness in Los Angeles

Steve Renahan, Senior Policy Advisor, Shelter Partnership, Inc.  
Greg Spiegel, Counsel, Inner City Law Center  
Joanna Bomba, Veteran Services Coordinator, Los Angeles Homeless Services Authority  
Milo Peinemann, Director of Housing, New Directions for Veterans

This workshop will provide information about how veteran homelessness is being ended in Los Angeles. The panelists will discuss the following: what resources are being brought to bear; how homeless systems are being changed to end, rather than manage, veteran homelessness; how Los Angeles compares to other cities with the same goal; when Functional Zero will be reached; and how participants can be part of the solution.



### 8 Yosemite @ 10:30 a.m.

#### Addressing Difficult Behaviors (1.5 CEUs)

Ervin R. Munro, M.S., *Director of Social Services, SRO Housing Corporation*

When staff are working to provide supportive services for clients with special needs, they may be faced with “difficult” behaviors that interfere with the relationship between the client and the Mental Health Practitioner, Case Manager, Service Coordinator, etc. This workshop is aimed toward identifying what is “behavior” and how staff can work in conjunction with clients to effectively address “difficult” behaviors. Staff often confuse behavior with their reactions, interpretations, speculations, and perceptions about the behavior resulting in a labeling of the behavior. Through discussion, exercises, and handouts, all of these matters will be addressed.

Participants will be provided with a chart that provides a practical approach to problem-solving and decision-making which has been developed into a simple process. Participants will learn specific strategies to guide clients through a process that saves time for the provider as well as the client. Through this co-operative approach, it has been demonstrated that clients were more willing to implement their plans and meet with success leading toward self-sufficiency and independent living.

### Session II 1:30 PM – 3:00 PM

### 9 Big Sur @ 1:30 p.m.

#### Introduction to Harm Reduction

John Fouts, A.C.S.W., *Program Manager – DHS RIST Scattered Sites, LAMP Community*

The purpose of this workshop is to become knowledgeable about Harm Reduction philosophy as well as to examine program and personal attitudes towards substance use and other risky behaviors.

### 10 Cabrillo @ 1:30 p.m.

#### Managed Care 101: Building Partnerships with Health Plans

Jessica Jew, *Project Manager, Safety Net Initiatives, M.P.H., L.A. Care Health Plan*

Hieu Nguyen, L.C.S.W., *Manager of Strategic Initiatives, Behavioral Health Services, L.A. Care Health Plan*

Alison Klurfeld, M.P.P., *Manager, Safety Net Initiatives Program Development, L.A. Care Health Plan*

This workshop will train homeless health case managers and other relevant staff on how best to collaborate with a Managed Care Organization (MCO). More effective and targeted communication increases case manager and staff efficiency by routing issues to the appropriate department and making sure L.A. Care members receive high quality and timely care. Knowledge of how a MCO is structured and what types of services it offers enables staff to fully utilize the wide variety of services such as: behavioral health, disease management, case management, transportation, interpretation and assistance with coordinating health-related home and community based services.



### 11 Catalina @ 1:30 p.m.

#### Overcoming Barriers to Housing – Developing an Individualized Housing Plan

Carmen Hill, M.B.A., *President, CitiHousing Real Estate Services*

This workshop will cover how to work with the consumers in establishing realistic housing goals beginning with conducting a housing assessment, identifying and addressing barriers to securing housing, developing and implementing a plan to address the barriers, maintaining housing, and identifying appropriate housing options. Participants will be able to understand the special needs and challenges of various age groups in securing housing.

### 12 Joshua Tree @ 1:30 p.m.

#### Transitions in Independent Living Program

Mercedes Frierson, *Enrichment Coordinator, LA Family Housing*

Transitions in Independent Living (TIL) is a program that uses evidence-based practices, peer support and experiential learning (demonstrations, workshops, and outings) to teach clients life skills and re-introduces clients to experiences associated with independent living.

### 13 Mojave @ 1:30 p.m.

#### Housing Efforts of the Office of Diversion and Reentry

Corrin Buchanan, M.P.P., *Diversion and Reentry Housing Director, LA County Department of Health Services*  
Kristen Ochoa, *Medical Director of DHS Office of Diversion and Re-entry, LA County Department of Health Services*

This workshop will provide an overview of the newly created Office of Diversion and Reentry (ODR) within the Department of Health Services. The office was created with the goal of diverting individuals who have a mental illness and/or substance use disorder away from the criminal justice system and into community based treatment. ODR has a goal of creating 1,000 units of permanent supportive housing over the next five years to serve this target population. ODR will build off of the housing and services infrastructure of DHS' Housing for Health and the Flexible Housing Subsidy Pool, a locally funded rental subsidy. Service providers and developers are invited to come learn more about the work of the office and how they can get involved.

### 14 Sierra @ 1:30 p.m.

#### City / County Update on Strategies of the Homeless Initiative

Shannan VerGow, *Project Coordinator, Homeless Strategies, Los Angeles Homeless Services Authority (LAHSA)*  
Stephen Sotomayor, *Senior Policy and Legislative Analyst, LAHSA*  
Kelli Pezzelle, *Shelter Systems Coordinator, LAHSA*

This workshop will provide an overview of the city and county strategies and an explanation of LAHSA's role, specifically on priority strategies for which LAHSA is the lead. Key staff will provide specific updates on implementation and progress for various strategies including those relating to shelter, facilities, family prevention, and increasing affordable housing.



### 15 Tahoe @ 1:30 p.m.

#### **Mediating Impact of Neurocognitive Impairments on Independent Living Skills to Improve Housing Retention (1.5 CEUs)**

**Deborah B. Pitts, Ph.D., O.T.R./L, B.C.M.H., C.P.R.P., Assistant Professor of Clinical Occupational Therapy, USC Chan Division of Occupational Science and Occupational Therapy**

This session will provide participants with an introductory understanding of how neurocognitive disruptions commonly experienced by persons labeled with psychiatric disabilities can impact housing success and define the need for supports. Executive function, one aspect of cognition, has been shown to be a predictor of community living success. Evidence-based approaches to addressing these neurocognitive impairments have been developed for mediating the impact of these impairments on daily life. Specific cognitive disruptions will be described and support strategies will be identified. Participants will also do problem solving around ways to support tenants labeled with psychiatric disabilities who are also experiencing cognitive disruptions.

### 16 Yosemite @ 1:30 p.m.

#### **CalFresh Program & CalWORKs Housing Programs and Services**

**Carlos Portillo, Human Services Administrator I, LA County Department of Public Social Services**  
**Roberto De La Torre, Human Services Administrator I, LA County Department of Public Social Services**

The CalFresh Program—formerly known as Food Stamps—is a federally funded program that provides supplemental nutrition assistance to low-income families and individuals. This workshop will describe how the program provides purchasing power to eligible persons to expand their budget and healthy food choices to their tables.

The CalWORKs Housing Program offers a number of benefits and services designed to assist CalWORKs homeless families, or families at-risk of homelessness, to prevent eviction or to move out of their current situation and into affordable permanent housing. Benefits that will be discussed include temporary shelter payments, a permanent housing payment, short-term rental subsidy, assistance to prevent eviction, relocation assistance, and case management services.

## Session III 3:15 PM – 4:45 PM

### 17 Big Sur @ 3:15 p.m.

#### **Applying the Harm Reduction Philosophy Individually and Programmatically**

**John Fouts, A.C.S.W., Program Manager – DHS RIST Scattered Sites, LAMP Community**

The purpose of this workshop is to learn how to effectively implement the Harm Reduction philosophy as a program as well as in individual work. This is achieved through the utilization of three core concepts that will be described during this workshop: engagement, education, and empowerment.

### 18 Cabrillo @ 3:15 p.m.

#### **DMH Homeless Services and Resources**

**Maria Funk, Ph.D., Program Manager III, LA County Department of Mental Health – Countywide Housing, Education & Employment Resource Development (CHEERD)**  
**Reina Turner, M.S., Division Chief, Housing, Policy & Development, CHEERD**



## WORKSHOPS – DAY 1

Lise Rulz, L.C.S.W., *Program Head, Temporary Shelter Program, CHEERD*  
Priscilla Moore, R.N., *Manager, Federal Housing Subsidy Unit, CHEERD*

This workshop will provide an overview of DMH's approach to ending homelessness for individuals with mental illness and their families. This will include a description of the specialized community-based programs developed to address the complex needs of this population such as the SB 82 DMH Mobile Triage Teams, Multidisciplinary Integrated Teams and the Integrated Mobile Health Teams and the housing resources managed by CHEERD to assist in the successful transition of homeless clients to permanent housing. Specific information will be provided on the different types of housing resources, eligibility requirements and how to access them.

### 19 Catalina @ 3:15 p.m.

#### How to Engage Landlords

Carmen Hill, M.B.A., *President, CitiHousing Real Estate Services*  
Del Richardson, CEO, *Del Richardson & Associates, Inc.*

This workshop will cover how to approach landlords while trying to secure housing for consumers. It will include the do's and don'ts of what to say to landlords. A panel of experienced housing locators will discuss the landlords' expectations for a successful partnership.

### 20 Joshua Tree @ 3:15 p.m.

#### Mental Health 101

Linda P. Boyd, MN, *Program Manager – LA County Department of Mental Health (DMH) - Emergency Outreach Bureau*

This workshop will cover some of the major mental illnesses that affect the population DMH serves. The presenter will discuss how to recognize symptoms and how these symptoms impact those suffering from them. The presentation will explore the medications prescribed and their side effects and will provide some ways of intervening in order to de-escalate the individual when these symptoms are at their worst. Resources will also be provided.

### 21 Mojave @ 3:15 p.m.

#### Fair Housing 101 for Management and Tenant Advocates

Carey Stone, ADA Coordinator, *City of Los Angeles, Department on Disability*

Participants will gain an in-depth understanding of fair housing laws, along with practical advocacy strategies for resolving housing problems, from the perspectives of both property management and tenant advocates. The presentation includes a special emphasis on the concepts of reasonable accommodation and modification for people with mental and physical disabilities. Participants will come away with a better understanding of what constitutes discrimination, how to respond to requests for reasonable accommodations and modifications, and how to make – and effectively respond to – such requests.

### 22 Sierra @ 3:15 p.m.

#### Homeless Management Information System (HMIS) Policies and Procedures Synopsis

Julia Warren, *HMIS Trainer/Support Specialist, Los Angeles Homeless Services Authority*  
Wendy Huynh, *HMIS Trainer/Support Specialist, Los Angeles Homeless Services Authority*

This session will detail the HMIS policies and procedures, including its privacy regulations, to help guide participating organizations through



the basic regulatory framework governing HMIS. Participating in this workshop – and signing an acknowledgment form to be collected by presenters – will fulfill LAHSA's *HMIS 10 - Policies and Procedures prerequisite*. This will enable participants to register for additional HMIS courses offered by LAHSA.

### 23 Tahoe @ 3:15 p.m.

#### **Sensory Approaches to Emotion Dysregulation: One Role for Occupational Therapy in Permanent Supportive Housing (1.5 CEUs)**

**Deborah B. Plitts, Ph.D., O.T.R./L, B.C.M.H., C.P.R.P., Assistant Professor of Clinical Occupational Therapy, USC Chan Division of Occupational Science and Occupational Therapy**

This session will provide participants with an occupational therapy informed framework for understanding sensory processing disruptions and their impact on daily life. People labeled with psychiatric disabilities experience sensory dysregulation that may disrupt their quality of life, and keep them from engaging in certain daily life activities. Hypersensitivity, for example, is common in psychiatric disorders, including schizophrenia and post-traumatic stress. In the housing context such hypersensitivity, can lead to increased isolation, as well as tenant-to-tenant conflict. Occupational therapists have developed conceptual practice models, assessment tools, and intervention approaches to mediate these experiences. Incorporating occupational therapists on the housing team provides an opportunity to incorporate such approaches.

### 24 Yosemite @ 3:15 p.m.

#### **Los Angeles County Community Development Commission and Housing Authority of the County of Los Angeles: Housing Programs and Resources**

**Larry Newnam, Supervisor, Community Development Commission – County of Los Angeles**

**Lori Fujishige, Supervisor, Housing Authority of the County of Los Angeles**

**Christina Lupo, Supervisor, Housing Authority of the County of Los Angeles**

**Nicole Smith, Project Manager, Community Development Commission – County of Los Angeles**

This workshop will provide an overview of the organizational structure and affordable housing programs administered by the Community Development Commission and Housing Authority of the County of Los Angeles. Information will be provided about their annual review of existing and new Section 8 and housing development programs, along with highlights of last year's accomplishments. The workshop will also include a demonstration of the Los Angeles County Housing Resource Center website – [www.housing.lacounty.gov](http://www.housing.lacounty.gov) – which is a tool to help caseworkers and housing locators find affordable and special needs rental housing for clients.





### Session I 10:30 AM – 12:00 PM

#### 25 Big Sur @ 10:30 a.m.

##### **Rapid Rehousing: Overview and New Developments**

*Jonni Miller, M.S.W., Consultant*

*Angela Rosales, M.P.P., Youth Systems Integration Manager, Los Angeles Homeless Services Authority*

*Josh Legere, Rapid Rehousing Coordinator, Los Angeles Homeless Services Authority*

*Leepi Shirkhada, M.P.P., Program Manager, Housing for Health, LA County Department of Health Services*

This workshop will provide a high level overview of rapid rehousing programs for all age groups, TAY, families and adults. The workshops will include information about the core components required for implementation of a successful rapid rehousing program. Panelists will also provide information on the development of new rapid rehousing programs in the County of Los Angeles including those programs funded under the County of Los Angeles Homeless Initiative and how to access them.

#### 26 Cabrillo @ 10:30 a.m.

##### **Landlord/Tenant Rights and Responsibilities**

*Dave Elder, J.D., Director of Litigation, Housing Rights Center*

In this session a comprehensive overview of landlord/tenant rights and responsibilities will be provided along with a discussion that will include the following topics: unfair housing practices and how to address them; Rent Stabilization Ordinance information; and rights for tenants living in subsidized housing.

#### 27 Catalina @ 10:30 a.m.

##### **Measuring the Gap: A Data-Driven Approach to End Homelessness**

*Josh Decell, Associate Director of Data Integration, Los Angeles Homeless Services Authority*

*Michael Nallat, Program Officer, Home for Good, United Way of Greater LA*

*Mark Silverbush, Senior Analyst, Abt Associates*

Have you ever wondered what it would *really* take to end homelessness in Los Angeles? You're not alone! Both the City and County plans to end homelessness were informed by a detailed housing and funding gap analysis as key components in understanding the current resource and cost shortfalls for achieving a functional end of homelessness.

This workshop will walk through the methodology behind this project including, use of the homeless count results, HMIS data, and cost estimates. Learn how this information can help guide your work, and guide advocacy for additional resources and funding.

#### 28 Joshua Tree @ 10:30 a.m.

##### **Transition of the MHSA Housing Program to Special Needs Housing Program**

*Debra Starbuck, Lead MHSA/SNHP Housing Finance Officer, CalHFA*

*Douglas M. Fazekas, Administrative Manager, San Bernardino County – Housing and Employment Program*

*Judy Iturriaga, Ph.D. MFT, Administrative Manager I, Orange County - Adult and Older Adult Behavioral Health*

*Reina Turner, M.S., Division Chief, LA County Department of Mental Health – Housing Policy & Development*

This presentation will provide an overview of the transition of the MHSA Housing Program to the Special Needs Housing Program. CalHFA will provide an overview of their continued role under the expiring MHSA Housing Loan Program, and provide an overview of their new "Local



## WORKSHOPS – DAY 2

Government Special Needs Housing Program." Orange, San Bernardino, and Los Angeles counties' MSHA Housing Program Coordinators will share how they plan to continue the program in their respective counties.

### 29 Mammoth @ 10:30 a.m.

#### Food Security, Sustainability and Innovation – Meals & Job Training

Matthew Haas, Director, Investor Relations and Fund Management, Merritt Community Capital

Rudy Espinoza, Executive Director, Leadership for Urban Renewal Network (LURN)

Tim Carpenter, Executive Director, Engage Aging, Inc.

Mike Alvidrez, C.E.O., Skid Row Housing Trust

Quanetha Hunt, Director, Homeless Services Division, Volunteers of America, LA

Daryl Ansel, C.O.O., LA Kitchen

Viona Haynes, Program Manager, The Way Forward Foundation

As service-enriched housing becomes more about quality of care and integration of services, there is a need to look at innovation in food services both in meals and job training. This panel will highlight ways in which healthy meals and healthy jobs in food services are transformative in both the larger community and within a housing setting. In this session, several organizations will discuss ways in which they work to bring healthy food to vulnerable populations and also to provide access to food service industry job training programs. The overarching message of the workshop is: "neither food nor people should go to waste."

### 30 Mojave @ 10:30 a.m.

#### At the Frontlines: The Pursuit of Self Care in the Workplace

Va Lecia Adams Kellum, Ph.D., Executive Director, St. Joseph Center

Amy Turk, L.C.S.W., Chief Program Officer, Downtown Women's Center

This workshop will focus on the importance of self-care highlighting the philosophy and underpinnings of trauma informed care and the value of creating a culture of wellness and support for clients and staff. The workshop will also include information on the practical applications of the model in advocating and implementing policies and activities that help staff maintain balanced lifestyles. Managers and supervisors will discuss approaches to self-care for systems and operations that promote a healthy work environment. Practitioners will also receive guidance on how to prevent burnout.

### 31 Tahoe @ 10:30 a.m.

#### Invisible Wounds: Promoting Healing via Trauma Informed Care (1.5 CEUs)

Nikolaos (Nik) Stefanidis, Ph.D., Clinical Director, High Risk Youth Program, Children's Hospital of Los Angeles

There is ample evidence, both anecdotal and scientific, on how psychological trauma interferes with the development of the brain, its maturational process, and the consequential behavioral manifestations. It is through the understanding and implementation of Trauma Informed Care/Consciousness that service providers can promote healing. This workshop is designed for all who are employed at agencies working with traumatized individuals and are entrusted to provide services for the best interest of these consumers.

### 32 Yosemite @ 10:30 a.m.

#### Coordinated Entry Systems for All Populations: The Basics

Marina Flores, M.S.W., Single Adult System Integration Manager, Los Angeles Homeless Services Authority

Chris Ko, Director, Systems & Innovation, United Way

Angela Rosales, Youth Integration Manager, LAHSA



Curious about coordinated entry systems, how they work, and how you can get involved? This workshop will review the shift in service provision and connection, explain the systems basics, provide a status update on the family, adult, and youth systems, and share how you and those you serve can access these systems. Plans for future system integration will be included.

### Session II 1:30 PM – 3:00 PM

#### 33 Big Sur @ 1:30 p.m.

##### Lessons Learned and Best Practices: Clients Seeking Employment and Maximizing Benefits

*Sergio Perez, Empowerment Works Project Director, Housing Works*

*Nina Schulz, Project Director and Community Work Incentive Coordinator of the Work Incentives Planning and Assistance (WIPA) Program, The Verdugo Jobs Center*

This project develops and implements opportunities that assist participants re-imagine a nurturing society where a person can take safe risks, fulfill lost dreams, and contribute/participate as an enfranchised member of society. Opportunities include competitive employment, volunteer work, skills upgrade, educational enrichment and participation in art, theater, music, and nature activities.

Learn about the effective collaboration developed between Housing Works and the Verdugo Jobs Center as they create client focused action plans towards employment. Ms. Schulz will provide details on accessing benefits for your client through WIPA and Mr. Perez will share lessons learned in preparing a client for the workforce and both will share how employment impacts a clients' benefits.

#### 34 Cabrillo @ 1:30 p.m.

##### Accessing Other Affordable Housing Options

*Neil McGuffin, Director of Real Estate Development, Little Tokyo Service Center Community Development Corporation*

This session will inform case managers about other affordable housing options such as tax credit projects. It will define and clarify the following: tax credit projects; how developers get awarded tax credits; income medians; the best way to identify tax credit projects; making projects accessible for individuals that are undocumented; if, and how, tax credit projects can accept Housing Authority Subsidies. It will also provide information on developments coming down the pipeline.

#### 35 Catalina @ 1:30 p.m.

##### Youth CES: The Pilot and Partnerships with DMH

*Rhonda Johnson, Homeless Systems Analyst, Youth Systems Integration Team of LAHSA*

*Apryle Brodie, Homeless Systems Analyst, Los Angeles Homeless Services Authority*

*Emily James, Step Up on Second*

*Rudy Ramlrez, TAY Housing Navigator, LA County Department of Mental Health*

This workshop will describe and discuss the Coordinated Entry System for Youth (Youth CES) Pilot in Hollywood and system infrastructure, with a focus on the partnerships with DMH. Attendees will gain a better understanding of Youth CES and the plan for expansion in Los Angeles County.



### 36 Joshua Tree @ 1:30 p.m.

#### Funders Panel

Steve Renahan, Senior Policy Advisor, Shelter Partnership, Inc.

Jerree Glasser-Hedrick, Executive Director, California Debt Limit Allocation Committee/California Tax Credit Allocation Committee

Pansy Yee, Manager, Los Angeles County Community Development Commission/HACoLA

Tim Elliott, Manager, Major Projects Division, City of Los Angeles Housing and Community Investment Department

Carlos Van Natter, Section 8 Director, Housing Authority of the City of Los Angeles

Cindy Cavanaugh, Deputy Director of Homeless and Housing Policy, California Department of Housing and Community Development

Panelists will:

- Describe the funding programs and criteria available through their organization or agency, including specific target populations and project types for each funding category;
- Explain any leveraging requirements or any value-added leveraging to increase scoring potential or competitiveness;
- Explain their service planning requirements;
- Discuss available funding, including:
  - Funding Schedule
  - Amount of available funds
  - Number of anticipated units/projects to be funded in the immediate future
  - Anticipated distribution of funds
  - Geographic restrictions, if any
  - Funding categories

After the panel presentation a question and answer session will follow.

### 37 Mammoth @ 1:30 p.m.

#### Cross Training—Housing Retention

Celina Alvarez, Executive Director, Housing Works

Channa Grace, President of Women Organizing Resources, Knowledge and Services (W.O.R.K.S.)

Lisette Barajas, Community Manager, Solari Enterprise

Collaboration by property owners, service providers, and property management companies is necessary to effectively keep the most vulnerable individuals housed. This presentation will illustrate—through a description of actual encounters and experiences—how three different entities and personalities worked together on a challenging project (a Transition Age Youth housing development) that resulted in a success story.

### 38 Mojave @ 1:30 p.m.

#### The Single Adult Model – Reducing Homelessness for Single Adults

Elizabeth Boyce, L.C.S.W., Director Access, Referral and Engagement, LA County Department of Health-Housing for Health

Lise Ruiz, L.C.S.W., Program Manager, LA County Department of Mental Health, CHEERD

Cynthia Evans, Human Services Administrator, LA County Department of Public Social Services

This workshop will provide participants with information about Los Angeles County's Single Adult Model (SAM) which was developed in response to a Board of Supervisors' motion to build an infrastructure to reduce homelessness for the single adult population. SAM aligns with nationally recognized best practice models for serving this population and includes several of the Los Angeles County Interdepartmental Council on Homelessness November 2012 Roadmap recommendations. SAM is a collaborative partnership between multiple County departments to provide homeless single adults with rental subsidies, ongoing case management, supportive services and Multidisciplinary Integrated Teams to provide street-based intensive outreach and engagement. Presenters will discuss the following two arms of SAM:

- 1) Securing permanent housing for homeless General Relief participants who have a physical and/or mental condition, many of whom



## WORKSHOPS – DAY 2

also have a co-occurring substance use disorder, and are frequent users of the County systems of care;

- 2) The implementation of multidisciplinary street-based engagement teams throughout Los Angeles County aimed at permanently housing severely mentally ill homeless individuals.

### 39 Tahoe @ 1:30 p.m.

#### Past, Present and Future of Benefits Advocacy in Los Angeles County

Leepi Shimkhada, *Program Manager, LA County Department of Health Services-Housing For Health (HFH)*

Elena Fiallo, *Program Manager, LA County Department of Health Services-HFH*

Rose Liu, *Program Manager, LA County Department of Health Services-HFH*

Stephanie Stone, *Chief Deputy, Department of Military and Veterans Affairs*

Nicole Perez, *Directing Attorney, Veterans Justice Center, Legal Aid Foundation Los Angeles*

Michael O'Shea, *Sergeant, Los Angeles County Sheriff's Department*

The purpose of this workshop is to review the history of benefits advocacy in Los Angeles County, highlight effective practices for disabled individuals experiencing homelessness and review the recently approved Homeless Initiatives regarding benefits acquisition for homeless, disabled individuals or those at risk for homelessness. This panel will include community providers and Lead County Departments involved in implementing the Countywide Homeless Initiatives related to benefits acquisition. This panel will impart expertise on establishing SSI/SSDI, Veteran's and Medi-Cal benefits acquisition and highlight advocacy tips and methods for positive outcomes.

### 40 Yosemite @ 1:30 p.m.

#### From Assessment to Housing Match: The CES Process

Marina Flores, *MSW, Single Adult System Integration Manager, Los Angeles Homeless Services Authority (LAHSA)*

Pada Lee, *Project Manager, LAHSA*

Hafsa Kaka, *MSW, Associate Director of Homeless Services, LAHSA*

Liz Sanford, *Associate Director of Homeless Services, The Center at Blessed Sacrament*

This workshop will provide a comprehensive look at the Coordinated Entry System and the process through which an individual moves from assessment to housing. An explanation of the housing match process using the Homeless Management Information System will be provided. The housing navigation function will be reviewed and the role of case conferencing explained.

## Session III 3:15 PM – 4:45 PM

### 41 Big Sur @ 3:15 p.m.

#### Assisted Outpatient Treatment (AOT) Demonstration Project Act – "Laura's Law"

Linda P. Boyd, *MN, Program Manager – LA County Department of Mental Health (DMH) - Emergency Outreach Bureau*

This workshop will provide an overview of the Assisted Outpatient Treatment (AOT) Demonstration Project Act, also known as "Laura's Law" and the unique AOT program implemented in Los Angeles County. The purpose and intent of AOT is to identify persons with serious mental illness and a history of unwillingness to participate in treatment, streamline access to mental health services and courts, enhance jail diversion efforts, and provide new hope for clients and families. The presenter will discuss who can refer to AOT, qualifying criteria for enrollment, strategies including intensive outreach and engagement and treatment services and the court process.

### 42 Cabrillo @ 3:15 p.m.



### Homeless Family Solutions System

Jonni Miller, M.S.W., *Consultant*

Martha Macias, *Homeless Family Solutions System Outcomes Specialist, Los Angeles Homeless Services Authority*

Sylvia Williams, *Homeless Systems Analyst, Families, Los Angeles Homeless Services Authority*

Christopher Chenet, *Homeless Systems Analyst, Families, Los Angeles Homeless Services Authority*

The Homeless Family Solutions System (HFSS) was implemented in LA County in early 2013 to provide coordinated assessment and access to resources for homeless families. Through regionally coordinated Family Solutions Centers, families complete a standardized assessment and are targeted to a right-sized housing intervention to help resolve the family's housing crisis. This presentation will provide an overview of the system's development as well as its current and future growth. The presentation will also explore the system's strengths and challenges and its partnership with mainstream resources. The discussion will include how HMIS data has helped support and guide the system.

#### 43 Catalina @ 3:15 p.m.

### Landlord Incentives for Housing the Homeless

Andre Serrette, *Assistant Manager, Housing Authority of the County of Los Angeles (HACoLA)*

Brett Garbanati, *Administrative Assistant, Housing Authority of the City of Los Angeles (HACLA)*

This workshop is designed to review the funding provided by the Los Angeles County Board of Supervisors designed to end homelessness and incentivize landlords to lease to homeless individuals. The incentives include holding fees, move-in assistance, handy worker repairs, and damage claims. The presentation will include information about eligibility requirements and how to access the resources.

#### 44 Joshua Tree @ 3:15 p.m.

### Leasing Up Units Using the Coordinated Entry System (CES)

David Howden, *Senior Program Manager, Corporation for Supportive Housing*

Amy Anderson, *Executive Director, PATH Ventures*

Peter Purtell, *Regional Director, The John Stewart Company*

Darcie Mulholland, *Program Compliance Manager, A Community of Friends*

Leasing-up supportive housing units targeted to highly vulnerable populations is more complicated and difficult than other types of affordable housing. Because the target population generally is unsheltered, individuals need to be located and engaged to even begin the process. The very barriers that have led to homelessness for these individuals are also a challenge when applying for housing. This workshop will discuss the Coordinated Entry System that has been developed throughout Los Angeles for single adults and families and how to access this system to fill vacant units. CES provides a community approach to solving homelessness by coordinating and expanding outreach, effective assistance to help clients navigate the housing system, and efficient and accurate matches to housing and non-housing resources based on the individual needs and acuity level.

#### 45 Mammoth @ 3:15 p.m.

### Harm Reduction 101 For Property Managers and Services Staff

Celina Alvarez, *Executive Director, Housing Works*

Channa Grace, *President of Women Organizing Resources, Knowledge and Services (W.O.R.K.S.)*

Lisette Barajas, *Community Manager, Solari Enterprise*

This workshop will provide a presentation on how Harm Reduction Policy can actually be applied in understanding clients' behavior. Both Services Staff and Property Managers will be able to hear first-hand this "policy" that is being used as a tool in assisting the most vulnerable in



the goal of keeping them housed while improving their state of physical and mental health conditions. After the presentation, the audience will be divided into several groups and provided scenarios. Each scenario will have an “issue” and each group will assume a role as clients, service staff, or property managers.

### 46 Mojave @ 3:15 p.m.

#### C3 Homeless Outreach: An Integrated Team Service Delivery Model

Sara Shortt, C3 Program Director, LAMP

Elizabeth Boyce, L.C.S.W., Director of Access, Referral and Engagement, LA County Department of Health-Housing for Health

This workshop will provide an opportunity to learn about the new Skid Row outreach program – C3 or City/County/Community. C3 has brought together community partners and City/County agencies to streamline, strengthen and better coordinate street based engagement with homeless individuals in the Skid Row area of downtown Los Angeles. Four multidisciplinary teams that include outreach workers, peers and experts in the fields of mental health, substance abuse and health engage daily with the residents of Skid Row and have had much success in matching them with interim and permanent housing. The C3 model is an innovative approach to engaging street-based homeless that weaves principles of consistent and regular person-to-person engagement, harm reduction, client self-determination and housing first, and incorporates both trained experts and peer outreach workers. Presenters will share the model design, outcomes, successes and challenges.

### 47 Tahoe @ 3:15 p.m.

#### CES Survey Packet Administration Training

Marina Flores, M.S.W., Single Adult System Integration Manager, Los Angeles Homeless Services Authority

Nathan VerGow, Outreach and Assessment Manager, LA Family Housing

Colleen Murphy, Division Manager, St. Joseph's Center

This workshop provides in depth training on how to administer the CES Survey packet, inclusive of release of information, the Vulnerability Index – Service Prioritization Decision Assessment Tool (VI-SPDAT) portion, and the supplemental assessments. Understand the function of “trigger” questions, scoring, and how to best support navigating clients into housing. Includes information about how to access HMIS and to obtain further training on inputting the survey into HMIS.

### 48 Yosemite @ 3:15 p.m.

#### Housing Authority of the City of Los Angeles (HACLA) Permanent Supportive Housing Programs and Documenting Chronic Homelessness

Ryan Mulligan, Assistant Director, Housing Authority of the City of Los Angeles

Manuel Canela, Assistant Manager, Housing Authority of the City of Los Angeles

Avetis Eklmyan, Assistant Manager, Housing Authority of the City of Los Angeles

Carlena McKnight, Assistant Manager, Housing Authority of the City of Los Angeles

This workshop will give an overview of the various permanent supportive housing programs administered by HACLA, including Shelter Plus Care, HUD-VASH, Project-Based Voucher, Homeless, Tenant Based Supportive Housing, Moderate Rehabilitation and Homeless Veterans Initiative Programs. The applicant intake process for the permanent supportive housing programs will be reviewed, along with the HUD chronically homeless definition and the necessary documents HACLA will need to meet the chronic homeless criteria.

